



77526

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Eric James Art Unit: 2642
Serial No.: 09/584,306
Filed: May 31, 2000
For: SYSTEM AND METHOD OF CHANGING ENTITY
CONFIGURATION INFORMATION WHILE
AUTOMATICALLY MONITORING AND DISPLAYING SUCH
INFORMATION IN A CALL CENTER

Attorney
Docket No.: 77526

PRELIMINARY AMENDMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action of April 25, 2003,
please amend the above-identified application as follows:

RECEIVED
JUL 24 2003
Technology Center 2600

6/B
smc
7/31/03